

# White House of Music

INSTRUMENTS · SALES · RENTALS · REPAIRS · LESSONS

## RETURN POLICY

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1. Items must be returned within 14 days of original purchase.
2. Any products returned must have the original receipt, warranty cards, manuals, packing materials, and be in new or "as sold" condition.
3. We reserve the right to limit any refund/exchange based on condition of item.
4. Please allow a maximum of 10 business days for your refund to be processed.
5. Sorry, we cannot accept returns on the following items:

Consignment Items	Harmonicas
Microphones	Print Music (see below)
Special Orders	Pre-recorded Materials or Software
Mouthpieces	Contest Music

### Music Returns

Legally, print music is non-returnable due to copyright laws. At White House of Music's discretion, select pieces of sheet music may be eligible for return/exchange if the following conditions are met:

1. Must be returned within 14 days of original purchase
2. Customer must have receipt
3. Music may not be written in, and must be in sellable condition (spine should not be bent, show signs of wear, etc.)
4. Federation contest music cannot be returned after December 31st.
5. WSMA contest music is not returnable. \*  
\* Teachers enrolled in our VIP Program may return WSMA music within 7 days of purchase, with receipt, and provided music is not written in. no WSMA returns will be accepted after March 1st.
6. Special orders or print-on-demand sheet music are not returnable.

### VIP Program Extension>Returns After 14 Days

1. For teachers enrolled in our VIP discount program we will extend the return policy to 30 days after the date of original purchase.
2. For all other customers returning eligible items between 15-30 days after purchase, we will issue a store credit via gift card.

Play it. Protect it. Learn it. **Love it.**

